

# REPORTING TO THE MEDICAID FRAUD CONTROL UNIT

The Unit can be contacted at (800) 371-0824, (804) 786-2071, by mail at 900 East Main Street, 5th Floor, Richmond, Virginia 23219, or by email [MFCU\\_mail@oag.state.va.us](mailto:MFCU_mail@oag.state.va.us)

An investigator will review the information concerning the initial complaint and determine whether follow-up is required, or if referral to another agency is more appropriate. Information essential to intake analysis includes: medical provider name and location; specific allegations; and recipient name, address and Medicaid number (if available). Complaints may be made anonymously, although it is helpful for investigators to be able to interview complainants in person.

The Medicaid Fraud Control Unit's primary goal is to provide the best practicable service to Virginia citizens receiving Medicaid benefits, and to prevent abuse of taxpayer resources through the diligent and aggressive investigation of criminal activity.



*Attorney General Bob McDonnell speaks to senior citizens at the Norfolk Yellow Dot Kick-Off.*

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## OFFICE OF THE ATTORNEY GENERAL COMMONWEALTH OF VIRGINIA



## VIRGINIA'S MEDICAID FRAUD CONTROL UNIT

PROTECTING THE COMMONWEALTH'S  
RESIDENTS AND RESOURCES

## MEDICAID FRAUD AND ELDER ABUSE

The Virginia Attorney General's Medicaid Fraud Control Unit (MFCU) investigates allegations of fraud by medical providers receiving payment from the Commonwealth's Medical Assistance Program (Medicaid). The Unit also investigates allegations of abuse or neglect of elderly and incapacitated adults receiving benefits through the Medicaid program.

### WHAT IS MEDICAID FRAUD?

Individuals and facilities who qualify to supply medical services and who execute a participation agreement with the Virginia Department of Medical Assistance Services (DMAS) are known as "providers". This includes, but is not limited to, physicians, hospitals, laboratories, pharmacies, home health care agencies, medical equipment suppliers, and nursing homes. Provider fraud is willful and intentional deceit or misrepresentation by a provider in order to obtain payment.

## EXAMPLES OF PROVIDER FRAUD

**Billing for services not performed:** it is improper to bill Medicaid for any procedure or service which was not actually performed. In addition, some providers may knowingly bill for recipients who are no longer eligible for Medicaid benefits or who are deceased.

**Billing for more expensive services than those rendered:** for example, billing the Medicaid program for a 40 minute extended visit when in reality a 10 minute follow-up visit was performed, or when a more expensive diagnostic procedure is billed than was actually performed.

**Duplicate billing for services:** billing for the same services more than once; or billing more than one payment source (i.e., Medicaid and a private insurer); or billing the recipient for services also billed to Medicaid.

**Kickbacks:** one provider pays another in exchange for referrals or other business.

## ABUSE AND NEGLECT OF ELDERLY OR INCAPACITATED ADULTS

Vulnerable adults receiving Medicaid benefits are entitled to the highest quality of care possible. Unfortunately, due to powerlessness or isolation our elderly citizens can be subjected to physical abuse or neglect by Medicaid-funded caretakers in both home and institutional settings. Abuse generally involves direct physical assaults while neglect relates to inadequate care of physical needs such as hydration, nutrition, hygiene, and basic medical care.

### INVESTIGATION AND PROSECUTION OF MEDICAID FRAUD AND ELDER ABUSE

The MFCU is composed of investigators, attorneys, analysts, and auditors experienced in criminal and civil prosecutions of fraud and abuse cases. Initial complaints are screened and, if determined to be founded, are assigned to investigators. The MFCU investigator may then work closely with allied state or federal agencies, such as the FBI and Health and Human Services Office of the Inspector General. If the investigation reveals that a crime has been committed, the MFCU attorneys will work in conjunction with either the United States Attorney's Office to prosecute in federal court, or with local Commonwealth's Attorneys to prosecute in state courts.